

ECONOMIC DEVELOPMENT, TOURISM & AGRICULTURE

FILE REF:17/03

DATE:19
December 2018

DEALS WITH
THIS MATTER:
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PO Box116, Port Elizabeth 6000

Republic of South Africa
e-mail: investments2@mandelametro.gov.za

MEMORANDUM

TO: MR P. NEILSON: ACTING CITY MANAGER
FROM: MRS L. MXENGE: ACTING EXECUTIVE DIRECTOR: EDTA
SUBJECT: SNDB CITY SECOND QUARTER PROGRESS REPORTS

1. PURPOSE

The purpose of this Memorandum is to request the City Manager to sign off the SNDB City progress reports as required by the Co-ordinator: Sub-National Doing Business, at National Treasury.

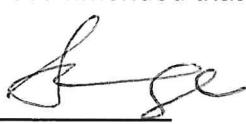
2. BACKGROUND

The attached reports have been received from each Work stream involved. The purpose of these reports is to monitor the progress made. The reports are required by the National Treasury.

- City Reform Progress Report (Electricity and Energy)
- City Reform Progress Report (Registering Property)
- City Reform Progress Report (Dealing with Construction Permits)

3. RECOMMENDATION:

It is recommended that the City Manager signs off each Work stream report.



MRS L. MXENGE



DATE

DESIGNATION: ACTING EXECUTIVE DIRECTOR



Nelson Mandela Bay Municipality @NMBmunicipality www.nelsonmandelabay.gov.za

ONE CITY ONE FUTURE



City Reform Progress Report

**[NELSON MANDELA BAY
MUNICIPALITY]**

Senior Management Lead/ Champion:

Bernhardt Lamour, Acting Executive Director: Electricity & Energy (Senior Management Lead/ Champion)

Technical Coordinator:

Luvuyo Magalela, Director: Planning, Electricity & Energy

Work Team:

1. Roark Prinsloo, Electricity & Energy (Coordinator)
2. Angel Mbili, Technologist, Electricity & Energy (Work Team)
3. Onke Mayana, Electricity & Energy (Customer Services)
4. Vuyani Sakuba, Electricity & Energy (Retail & Commercial)
5. Carl Hempel, Electricity & Energy, (Senior Director Distribution)
6. Tiger Pather, Electricity & Energy, (Drawing Office)
7. Willem Van Jaarsveld, Electricity & Energy, (Metering)
8. Bernard Tladi, Electricity & Energy, (System Ops)



City Reform Progress Report

**[NELSON MANDELA BAY
 MUNICIPALITY]**

City Doing Business Getting Electricity Reform Progress Report					
Intervention 1) Reduce the number of days taken to issue a quotation	Target at 13 December 2018	Progress achieved	Reason for variance	Remedial Action	Responsible Manager
Output 1.1) Planning Division to reduce the number of days to issue a quotation from 180 days to 60 days		Average time taken to issue a quotation is 45 days	Commitment from planning division to comply with Nersa standards	Improve the systems to capture and quote	Luvuyo Magalela
Intervention 2: Reduce the number of days taken to issue a quotation	Target at 13 December 2018	Progress achieved	Reason for variance	Remedial Action	Responsible Manager
2.1) Output description Include connection process time frame indices as part of the utility's KPI reporting		From the 1 July Number taken to issue a quotation is part of the planning division score card	None	Not applicable	Bernhard Lamour

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Department of Trade and Industry
Annual Performance Plan 2017/18
4 Strategic Pillars for Economic Growth and
4 Strategic Priorities for Transformation

City Doing Business Getting Electricity Reform Progress Report					
Intervention 3: Manage all the construction / installation works of the utility company with the support of a Work Management Information System	Target at 13 December 2018	Progress achieved September – December 2018 E&E has met with the service provider to discuss the scope of the project. The service provider is currently doing a proof of concept. The POC will be presented in January 2019	Reason for variance None	Remedial Action Not applicable	Responsible Manager Vuyani Sakuba,
Intervention 4: Publish on the utility website all the information on the connection process	Target at 13 December 2018	Progress achieved September – December 2018 E&E has met with the NMBM webmaster to discuss content that is to be published. E&E is compiling relevant information and process	Reason for variance None	Remedial Action Not applicable	Responsible Manager Vuyani Sakuba & Roark Prinsloo
Output description 3.1) Analyse the possibility of using the WMIS/EAMS adopting by water utility to develop new infrastructure	April 2019	Output description 4.1) Publish on the utility website all the information on the connection			

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 Doing Business in South Africa 2018
 Department of Trade and Industry
 City of Nelson Mandela Bay

process: requirements for connection, list of authorized works constructors, information on technical standards, list of standardized materials and list of construction units.	flows				
Intervention 5.1: Implement full- scope attention of customers via Contact Centre Output 5.1 Integrate information requirements concerning the management process of a new application within the call centre services	Target at 13 December 2018 None	Progress achieved September – December 2018 None	Reason for Variance The current organogram and staff compliment does not allow for this intervention.	Remedial Action 1. Engage with customer service s Division 2. Review the job existing Job descriptions to establish alignment and make proposals.	Responsible Manager Bernhardt Lamour (Executive Director)



City Reform Progress Report

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City Doing Business Getting Electricity Reform Progress Report

Intervention 6: Customers and network infrastructure mapping using GIS.	Target at 13 December 2018	Progress achieved September – December 2018	Reason for Variance None	Remedial Action Monitor progress	Responsible Manager Luvuyo Magalela Planning Division
Output 6.1 Map customers (points of electricity supply) and network infrastructure on a geographical information system (GIS), including customer's connections and links with network assets.	December 2021	HV and MV network are update on GIS. Service provider has been engaged to do a proof of concept trying to integrate customer services system and billing systems onto one platform			Tiger Pather Drawing Office
Intervention 7: Estimate reliability indices and integrate them to KPI Company by issuing monthly reports by regions and feeders	Target at 13 December 2018	Progress achieved September- December 2018	Reason for Variance 65% of the faults are in rural areas. Rural areas have no SCADA, and network information. This made it impossible to report on KPI	Remedial Action Collect information on rural networks and use the call centre information to estimate time.	Responsible Manager Bernard Tlali System Operations
Output 7.1 Report on monthly basis to the Company's	December 2018	NMBM have 80% SCADA penetration on Electrical networks excluding LV system World Bank introduced a mythology to estimate the			



City Reform Progress Report

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managers the information available on service quality		indices without Integrated Customer management system and Outage Management system NMBM have adopted a methodology to estimate the indices using NEIPI and TEIPI standards Reliability indices is one of the KPI for E&E in NMBM			
Intervention 8: Integrate process time frames and reliability indices to the KPI Company by issuing monthly reports by type of customers Output 8.1 Report on monthly basis to the Company's Managers the information available on service quality	Target at 13 December 2018	Progress achieved September – December 2018 Reliability indices is one of the KPI for E&E in NMBM	Reason for Variance None	Remedial Action Not applicable	Responsible Manager Bernard Tlali System Operations

Cities Support Programme



national treasury

Department:
National Treasury
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City Reform Progress Report

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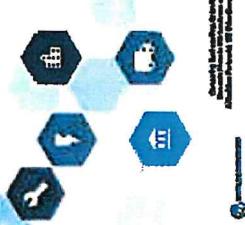
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City Reform Progress Report

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Acceptance & Sign-Off

Prepared By:

Luvuyo Magalela
Director (Planning)
Electricity & Energy



13/12/18

Name & Title

Signature

Date

Approved By:

Name
City Manager
City Name

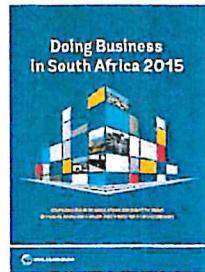


20/12/2018

Name & Title

Signature

Date



PROGRESS REPORT FOR PERIOD ENDING 31 December 2018

Registering Property

1. Karel Kramer, Chief Capital Accountant, Budget & Treasury (Senior Management Lead/Champion)
2. Roelf Weyers, Deputy Director: Rates & Valuations, Budget & Treasury (Work Team)



Department:
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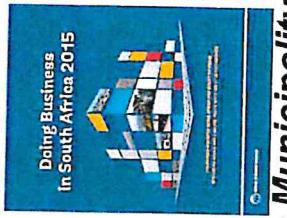
City Reform Progress Report

Nelson Mandela Bay Metropolitan Municipality



City Doing Business Registering Property Reform Progress Report : Second Quarter 2018/19

	Output	Progress to date	Activities	Performance indicator & Target dates	Responsible Manager
Intervention 1: User acceptance testing of EMS System Clearance application	<p>1.1 Establish group for testing.</p> <p>1.2 Setup testing environment.</p> <p>1.3 Test clearance application on EMS test base.</p>	<p>Testing group and testing environment established.</p> <p>EMS system still under development therefore the application could not be tested</p>	<p>EMS system currently under development</p>	<p>Delivering of EMS test base.</p> <p>Target date April 2019</p>	Roelf Weyers Deputy Director: Rates & Valuations

**Nelson Mandela Bay Metropolitan Municipality**

Intervention 2: Training of clearance staff on the EMS System	2.1 Develop Training material 2.2 Setup of training facility 2.3 Physically training of staff	Training facility established. Training material still being develop therefor staff could not be trained.	EMS system currently under development. Training manuals currently being developed	Delivering of EMS test base. Delivering of training material. Training of staff. Target date April 2019	Responsible Manager Jodie Hill from Sebata(EMS System Service Provider) Project Coordinator Johan van Vuuren
Intervention 3: Going live with EMS System	3.1 Migration of data to EMS system. 3.2 Going live with EMS system	Implementation scheduled for first week of July 2019	EMS system currently under development.	Going live with EMS system Target date July 2019	Responsible Manager Pumeza Sume, Program Manager IT Responsible Manager Pieter Visser from Sebata (EMS System Service Provider

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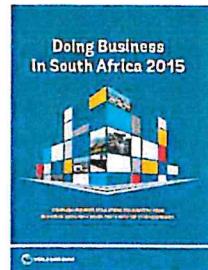
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City Reform Progress Report

Nelson Mandela Bay Metropolitan Municipality

	Output	Progress to date	Activities	Performance indicator & Target dates	Responsible Manager
Intervention 4: Review Action Reform Plan : Automation of Clearance Certificates	<p>4.1 Research of automated clearance systems.</p> <p>4.2 Site visits to Local Authorities currently using automated clearance systems.</p> <p>4.3 Consideration of best plan of action to achieve automated clearance system</p>	<p>Implementation of EMS system scheduled to commence in August 2019</p>	<p>EMS system currently under development.</p>	<p>Investigate the procurement of an Automated Clearance application system.</p> <p>Target date August 2019</p>	<p>Responsible Manager</p> <p>Roelf Weyers Deputy Director Rates & Valuations</p>



City Reform Progress Report

Nelson Mandela Bay Metropolitan Municipality

Acceptance & Sign-Off

Prepared By: 1. Roelf Weyers, Dep Director: Rates & Valuations



13/12/2018

Approved By:

Acting City Manager
Nelson Mandela Bay Metropolitan Municipality

Signature: 

Date: 31 December
2018



City Reform Action Plan:
DEALING WITH CONSTRUCTION PERM

**NELSON MANDELA BAY
MUNICIPALITY**

Senior Management Lead/ Champion:

Name	: Schalk Potgieter
Designation	: Acting Senior Director: Land Planning and Management
Department	: Human Settlement Directorate

Technical Coordinator:

Name	: Mthulisi Msimanga
Designation	: Director Land Use Management
Department	: Human Settlement Directorate

Work Team:

Name	Designation	Department
Yonke Gesha	Plans Examiner	Human Settlement
Pumza Gwabeni	Senior Building Inspector	Human Settlement
Alan de Vries	Senior Town Planner	Human Settlement
Keith Coltman	Municipal Architect	Human Settlement
Zelda Reyneke	CIC Coordinator	Human Settlement
Dr Gillian Adendorff	Private Sector	Built Environment Professionals Forum
Earle Sauls	Systems Analyst (Application Developer)	Corporate Services: Municipal Information Systems (MIS)
Gideon Louw	Corporate Geographic Information Systems Manager	Chief Operation Officer



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City Reform Action Plan: DEALING WITH CONSTRUCTION PERM

**NELSON MANDELA BAY
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Doing Business in South Africa:

City Reform Action Plan: DEALING WITH CONSTRUCTION PERM

City Doing Business Dealing with Construction Permits Reform Progress Report

Intervention 1: (Insert short description) Output 1.1 (insert short description)	Target at 30 December 2018	Progress achieved 1 October to 30 December 2018	Reason for Variance	Remedial Action	Responsible Manager
Progress with streamlining of process workflow for an integrated Land Application Management System	Finalization and alignment of process workflow	Work Performed: Prepared and Submitted Revised City Action Reform Plan Re-established and inter-departmental Work Team Convened first meeting and agreed upon actions in moving forward A Process Workflow of all has been concluded in respect of all aspects of the Land Planning and Building Applications Value Chain. Work stream meetings are conducted on a fortnightly basis	Reasons for over-under performing: Work concluded in line with action plan	Remedial Action: None	Mthulisi Msimanga
Intervention 1: (Insert short description) Output 1.2 (insert short description)	Target at 30 December 2018	Progress achieved 1 October to 30 December 2018	Reason for Variance	Remedial Action	Responsible Manager



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PORT ELIZABETH UTMHAKA DESPATCH

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City Reform Action Plan: DEALING WITH CONSTRUCTION PERM

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Reasons for over-under performing:	Remedial Action:	Mthulisi Msimanga Earle Sauls
<p>Work Performed:</p> <p>Concept design of pilot tracking / electronic management system</p> <p>Re-established and inter-departmental Work Team Convened first meeting and agreed upon actions in moving forward</p> <p>Work on a concept design has commenced, however not introduced to the work stream.</p>	<p>Work concluded in line with action plan</p> <p>The refinement of the Process Workflow has taken more time than anticipated, hence the slight delay in design of electronic tracking system.</p> <p>MIS has been on board at all meetings; nature of discussions such that contribute to systems design as moving forward</p> <p>"Quick win options have been identified and will be introduced in the next quarter.</p> <p>A Report to Council has been prepared for consideration</p>	<p>None</p>
<p>Intervention 2: (Insert short description)</p> <p>Output 2.1 (insert short description)</p> <p>Implementation of E-LAMS</p>	<p>Progress achieved</p> <p>Target at 30 December 2018</p> <p>1 October to 30 December 2018</p> <p>No performance required at this stage</p>	<p>Reason for Variance</p> <p>Not Applicable</p>
		<p>Responsible Manager</p> <p>Mthulisi Msimanga Earle Sauls</p>



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City Reform Action Plan:
DEALING WITH CONSTRUCTION PERM

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Identify any reduction in Time, Cost and/or Number of Procedures in the end-to-end Dealing with Construction Permit process, supported by objective, documented evidence

Not applicable at this stage of the process

Identify any reduction in Time, Cost and/or Number of Procedures in the end-to-end Dealing with Construction Permit process, supported by objective, documented evidence
Not applicable at this stage of the process



City Reform Action Plan:
DEALING WITH CONSTRUCTION PERM

**NELSON MANDELA BAY
 MUNICIPALITY**

Doing Business Report for
 Dealing with Construction Permits and
 Getting Electricity 2018



Acceptance & Sign-Off

Prepared By: Name: Schalk Potgieter
 Title: Acting Senior Director Land Planning and Management
 Department: Human Settlements

Schalk Potgieter
 Acting Snr Director: Land
 Planning and Management

Signature



Date

Approved By: Name
 City Manager
 City Name

Name & Title

Signature

Date

